



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

July 30, 2009

Ms. Carol Heape, Executive Director

[elderopt@innercite.com](mailto:elderopt@innercite.com)

Elder Options

82 Main Street

Placerville, CA 95667

Dear Ms. Heape:

**RE: FINAL MONITORING VISIT REPORT for Elder Options – ET07-0365**

<b>Attendees:</b>	Elder Options Representatives: <b>Nancy Wilson, Executive Assistant</b> ; ETP Representative(s): Kristie Ohta, ETP Analyst		
<b>Visit Location:</b>	Teleconference		
<b>Date of the Visit:</b>	March 26, 2009	<b>Beginning/End Time:</b>	9:30 am – 10:00 am
<b>Term of Agreement:</b>	May 1, 2007 April 30, 2009	<b>Agreement Amount:</b>	\$39,600
<b>Training Start Date:</b>	July 11, 2007	<b>Reimbursement Amount:</b>	\$22.00
<b>Date Training must be Completed:</b>	January 29, 2009	<b>Number of Trainees to Retain:</b>	30
<b>Type of Trainee:</b>	Retrainee	<b>Range of Hours:</b>	8 - 60
<b>Action Required:</b>	<b>NO</b>	<b>Weighted Ave. Hours:</b>	60
		<b>Recommended Hours for Progress Payment 1</b>	<b>15</b>

## Final Report Summary:

- **History Of Agreement Changes**

The Agreement was executed on 05/27/07 and training began on 07/11/07. Your staff reported that all training was completed on 01/29/09, which allows for the 90-day retention period to be completed within the term ending date of the Agreement 04/29/09.

On July 10, 2007 ETP approved Technical Revision Number 1 to modify following items in the Agreement: 1. The menu curriculum revised to read Continuous Improvement Skills not Commercial Skills; 2. Under performance standards in your ETP Agreement, the reimbursement rate paragraph was omitted from the original Agreement.

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ETP (04/15/05)

On March 27, 2008 ETP approved Agreement Modification Number 2 to modify the term of your Agreement from May 1, 2007 – April 30, 2008 to May 1, 2007 – April 30, 2009. Modifying the term of the Agreement allowed Elder Options to provide necessary training to their employees.

- Interview with Nancy Wilson, Assistant Director
- What barriers, if any, did your company experience in implementing your ETP project?  
*The only barrier we were unable to overcome was the 35 hour a week requirement for our employees. As a home-care agency, our employees do not work the typical 9-5 hours that other, more traditional employers offer. They work odd hours, split schedules, and sometimes every week is different. As an agency, we have chosen 32 hours to equal full time. Because we do not fit the traditional 40 hour week model of employment, we were unable to "graduate" many of our employees as having completed the ETP retention requirements, even though they completed all the training and continue to be excellent employees of the company. Deeming those trainees as failures is not a true representation of the success of our training.*

*My suggestion would be to not have a one size fits all model. If the goal of ETP is to create jobs, increase skills, and retain employees here in our community, then we have been very successful. We are continuing to grow and hire new staff in an economy none of us would have predicted at the start of this contract. While so many industries are laying off and closing down, we have been able to keep our folks working as much as they choose to, providing excellent health benefits, sick time, and a 401k program in an industry that typically offers none of those. I think that our more flexible business model may become more the norm as the economy forces more traditional business to close their doors. I think ETP can meet the program goals by looking towards these non-traditional models to see how they can best support continued employment in fields that continue to grow despite the economic downturns.*

- What problems, if any, did your company experience with ETP record keeping?  
*Record keeping was a bit complex for my non-technical brain, but not insurmountable. The ETP staff was always helpful when needed.*
- What assistance could ETP have provided that would improve the process for future Contractors?  
*I think we needed a better understanding of exactly how the program worked and how we would be reimbursed for each progress payment. After our initial meeting, our director and I who were in the meeting, thought we had a good understanding, but later we learned that we had misunderstood large portions of the process, which ended up costing us money and impacting the success of our training.*

- How did your company benefit from the ETP training?

*Elder Options benefited greatly from the ETP training. We were able to provide in-depth training for our caregivers that we otherwise could not have afforded. They in turn are better skilled and confident, and our clients receive the best care available. Additionally, our trainees bonded as a group going through the process which supports employee morale and aids in retention.*

*Through ETP, we were able to develop very specific curriculum, provide outside trainers with unique expertise, rent job-specific equipment to train on, and get very useful feedback from trainees about what they needed to learn to do their jobs to the highest quality. Although we did not meet some of our objectives, we remain very positive about our ETP experience, and hope to participate again in the future.*

**Project Status:**

<b>Planned Number of Trainees:</b>	30	<b>Total Agreement Training Hours:</b>	1,800
<b>Trainees Enrolled:</b>	25	<b>Training Hours Recorded:</b>	578
<b>Trainees Started Training:</b>	25	<b>Potentially Reimbursable Hours:</b>	578
<b>Number of Trainees Dropped:</b>	14	<b>Number of Trainees Completed Training:</b>	11
<b>Completed 8 hours:</b>	11	<b>Trainees in Retention:</b>	- 0 -
<b>Completed Minimum hours:</b>	11	<b>Trainees Completed Retention:</b>	11

Elder Options records show that 11 trainees completed training and the 90 day retention period (36% of planned retentions). Elder Options projects earnings to be \$12,716 (42% of the encumbered total \$39,600). Current records show that Elder Options has received \$15,576 in progress payments, of which \$10,428 has been approved as earned. Ms. Ohta reminded Ms. Wilson that the closeout invoice should be submitted no later than 30 days after the end term date of the Agreement

**Attendance Rosters:**

No attendance records were reviewed during this teleconference.

All records will be retained within the control of the primary contractor and shall be made available for review at the contractor's place of business within the State of California.

**Sub-Agreements:**

Training sub-agreements were viewed and approved during development

**Invoices:**

During this visit, Ms. Ohta and Ms. Wilson discussed Elder Options overpayment of \$2,800.

**Location Of Training:**

All training took place at the contractor's location of business in Placerville, California.

**Audit:**

Elder Options will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**Record Retention:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions regarding your contract or the contents of this Report, please contact ETP at 916.327.5239 within ten (10) working days upon receipt of this document.

Sincerely,



Rosa Hernandez, Manager  
Sacramento Regional Office



Kristie Ohta, Program Analyst  
Sacramento Regional Office

cc: Nancy Wilson - [nancy@elderoptionsca.com](mailto:nancy@elderoptionsca.com)  
David Guzman, Chief, Program Operations Division  
Kulbir Mayall, Manager, Fiscal and Certification  
Master File  
Project File

Date report mailed to Contractor           \*\*